



**Date:** August 4, 2009  
**To:** Civil Grand Jury  
**From:** Sgt. Mark Hilsenberg  
**Subject:** Response to Finding/Complaint on July 4<sup>th</sup>, 2008

**Summary:**

A citizen was stopped by a Deputy Sheriff employed by the Siskiyou County Sheriff's Department. Subsequently the Deputy issued a DMV form 427 for a re-evaluation of the driver's skills (Test). The citizen completed his re-examination and also sent a letter to the Sheriff's Department complaining about the incident. This letter was subsequently misplaced by the Department and a delayed response/explanation was the direct result of misplacing the letter. The recommendations as noted in the attached report are currently being implemented in the Department.

**First:** The Sheriff Department is in the process of consolidating all citizen complaints to be under the investigation and direction of the Administrative Sergeant. The Admin Sergeant will review the complaint and create a record of action/referral for tracking purposes. After review and, if necessary, discussion/direction from Department Administration, the complaint or matter will be assign to the appropriate Department member to be investigated. The investigating member will meet and/or discuss the investigative findings with the Administrative Sergeant as needed throughout the process. Upon completion of the investigation, the investigating member will submit a report and/or memorandum that will include their findings of the complaint, a summary of the investigation, and recommendations if necessary to the Administrative Sergeant. These investigations are currently tracked by a numeric system within the Department. Upon request, the Department will provide the findings of the investigation into the complainant, if doing so doesn't compromise any other investigations surrounding the complaint, *i.e. criminal, ongoing investigation, etc.*

**Second:** Currently the Department makes available citizen complaint forms at all sub-stations and the main office. We are currently working on implementing policy and procedures in accessing the Siskiyou County Sheriff's Department's website. This is a fairly simple process and should be implemented by 09-01-09.

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**Third:** The Department has a policy of requiring a supervisor (sergeant or above) to take “in person” complaints or counter report complaints. Policy and procedures implemented in on-line or mail in complaints will involve the Administrative Sergeant and/or his designated department supervisor to respond to complainants upon their receipt, either by phone or by mail to arrange a meeting. The Department also informs the complainant in writing at the completion of an investigation as to the findings of the investigation and other pertinent information if appropriate.

**Fourth:** It is the policy of the Siskiyou County Sheriff’s Department to fill out each form completely and as accurately as possible. The Department will continue to reiterate to each member the importance of filling out any and all forms requiring law enforcement action and/or pertaining to referring interagency the exchange of information completely and accurately as possible. Supervisor’s that approve and/or review these forms will assure that they are adequately completed and referred to the appropriate agency without delay.

The Sheriff’s Department appreciates the duties and responsibilities entrusted to the Grand Jury that are conveyed in these findings and recommendations. The items brought to the attention of Department’s staff are greatly appreciated and will help in the Sheriff’s Department providing a better service to our citizens.



Administrative Sergeant Mark Hilsenberg  
Siskiyou County Sheriff’s Department

A handwritten signature in black ink, appearing to read "M. Hilsenberg", written over a horizontal line.